



CPO Announcement

State of Oklahoma Office of Management and Enterprise Services

DATE: July 1, 2026

TO: All CPOs

FROM: Office of Management and Enterprise Services

SUBJECT: Updated supplier complaint submission process: Effective July 6

CONTACT: central.purchasing@omes.ok.gov

OMES Central Purchasing is implementing improvements to the supplier complaint submission process, **effective July 6**. These updates will streamline intake, expand who can submit feedback and eliminate unnecessary administrative steps.

What's changing:

- Supplier Evaluation Form (CP016) is no longer required and will be retired from the CP Library.
- Supplier complaints will now be submitted through the [statewide contract search site](#), providing a modernized and user-friendly experience.
- In addition to state agencies, all statewide partners and affiliates may submit feedback.
- The new system improves recordkeeping, eliminates duplicative review steps and supports clear tracking and communication throughout the complaint process.

Where to submit complaints:

- The new [supplier performance complaint form](#) is now available on the statewide contract search site.
- This link is also posted on the [Central Purchasing webpage](#) for easy access.

Why this matters:

These enhancements ensure a more efficient and transparent process, helping us:

- Capture supplier performance issues from a wider range of stakeholders.
- Improve data accuracy and long-term record retention.
- Strengthen our ability to monitor supplier performance and engage proactively with agencies and suppliers.

If you have any questions about the process or need assistance, please contact central.purchasing@omes.ok.gov. Thank you for your continued partnership and support!